



RESIDENTS GUIDE

**74 QUEENS ROAD
MELBOURNE VIC 3004**

pdf version only

Welcome to Monarc

Monarc is a truly unique residential building, encompassing high quality apartments and architecturally designed resident areas dedicated to lifestyle and enjoyment.

We are sure you will love your new home, and we ask you to take the time to browse through this Guide when you first move in and also refer to this Guide in the event you have any questions about Monarc or any fixtures and appliances within your apartment.

Monarc will provide you with a wonderful experience, and we encourage you to make the most of the resident amenities located on the ground floor. We also encourage you to say 'Hello' to your neighbours and respect the shared spaces and Owners Corporation rules.

MELBOURNE CALENDAR OF EVENTS

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IMPORTANT INFORMATION

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For any life threatening emergency call 000

If possible identify the cause and where the problem is located within the building. If the problem is located within the common area which include the entries, corridors, stairwells, lifts, open spaces, the external face of the building, car parking areas, please contact:

Building Manager on 0448 025 374

If necessary, evacuate the building through the safest exit.

Emergency in your apartment

If the problem is located within your apartment, isolate the service if appropriate and if safe to do so. In the case of water, the isolation valves for water are located in the public corridor cupboards. Contact the **Building Manager** to arrange isolation. In the case of power, isolate at the switchboard located in your apartment.

Evacuation Plan

An evacuation plan is located in the lift lobby area to indicate the designated exit points from each floor.

Fire Alarm

In the event of a general fire alarm, a warning message will sound from the speakers located in the public corridors and lobbies. The apartment alarms will also sound on a general fire alarm when either public area detectors have been activated or any sprinkler head has activated. It should be noted that if the smoke alarm has activated in an apartment this only provides local alert within that apartment and therefore does not sound a general fire alarm throughout the remainder of the building.

On hearing the message alert/alarm warning tones, you should alert all occupants in your apartment, turn off appliances and leave the apartment and building via the fire escape stair.

Do not use the Lifts in the event of an emergency evacuation.

Building Fire Protection

Fire Alarm System

All apartments and public areas of the building are fitted with fire alarm systems. A fire alarm can be activated in the following ways:

- A sprinkler head in an apartment or public area being activated
- A public area smoke detector being activated (not an apartment smoke detector)

Either of the above scenarios will cause a general fire alarm and the Fire Brigade will be called automatically.

Should smoke accidentally fill your apartment (e.g. from cooking) **do not** open the door to the corridor as this may distribute smoke into the common area / corridor area and activate the public area smoke alarm resulting in a Fire Brigade call out. The cost of such a call out may be charged to the occupant.

Sprinklers

In the event of a fire near a sprinkler, heat generated will cause the recessed sprinkler cap to pop off and activate the sprinkler head inside. If a sprinkler is activated, a fire alarm will also be raised and the fire brigade will be called automatically. The fire sprinkler system is under constant pressure and individual sprinklers appropriately covered. Pumps are also provided to maintain the pressure during operation.

Sprinklers must be protected from damage. Do not hang anything from the sprinkler, its capping or obstruct the sprinkler in any way. A broken/damaged sprinkler could cause considerable water damage. It will also mean that the Fire Brigade will attend. The fire brigade may charge for unnecessary attendance.

- **DO NOT TAMPER WITH SPRINKLERS IN ANY WAY – DAMAGE CAUSED WILL BE THE RESPONSIBILITY OF THE OCCUPANT;**
- **SHOULD THE OCCUPANT BE AWARE OF ANY DAMAGED COMPONENT/S OF THE FIRE SERVICES, PLEASE REPORT THIS TO THE BUILDING MANAGER IMMEDIATELY;**

Fire Services within Apartments

Your apartment is fitted with domestic smoke detectors. These are internal to your apartment only and if activated from within your apartment will not cause a general fire alarm. Each detector is mains powered and contains a backup battery. It is important to replace the battery periodically or as recommended by the manufacturer. A good rule of thumb is to change batteries at each change into and out of daylight-savings.

Note that in the case of a general fire alarm caused by a sprinkler or public area smoke detector, evacuation tones will be sounded. This is critical to the safe evacuation of apartments during an emergency. As such, if you need to replace a faulty or damaged smoke detector within your apartment, the replacement must be compatible. Consult a registered electrician and the Building Manager.

Fire Hose Reels / Fire Extinguishers

Fire Hose Reels are located on car park levels and apartment levels near the emergency stair wells. Additionally Fire Extinguishers are located throughout the public areas. The locations are clearly labelled and the occupier should become familiar with these. Fire Hose-reels should only be used in the case of an emergency and are not for general use.

Fire Hydrants

Fire Hydrants are located within stairwells and in other public areas. These are for Fire Brigade use only and under no circumstances should be used by any other persons.

- **ACTIVATION OR USE OF ANY FIRE HYDRANTS WILL CAUSE THE FIRE BRIGADE TO BE CALLED.**

Fire Doors

Fire escape doors are clearly marked and must not be held open or obstructed in any way. Some fire doors are connected to the alarm system, which will activate if the door is held open.

Safe High-Rise Living

Please note the following:

1. Do not drop or throw anything from the balconies or windows of apartments or common areas;
2. Occupants of this development are advised to be aware of the effects of wind at upper levels and are not to leave unsecured items on balconies or terraces. These include clothes drying racks, any form of outdoor furniture, litter or any loose items.
3. Cleaning balconies, windows and balustrades should be done using safe procedures, and without climbing onto or over the balustrade. Do not lean over balconies or out of windows for any purpose. Ensure that cleaning equipment is adequate for the required task, and ensure that items are not dropped from the balcony or terrace to areas below.
4. Windows and balcony sliding doors should be kept shut during high winds and storms.

Helpful Phone Numbers

For any life threatening emergency call 000

In the event of any building emergency, please contact the Building Manager on 0448 025 374

Emergency in your apartment

Check your circuit breakers located in the switchboard in your apartment and isolation valves before calling electricians or plumbers, as charges may apply for unnecessary attendance.

Please note that call out for all items that fall outside warranties will be charged to you directly by the respective contractor. As will any call that is made to any trade not noted on the list below.

To avoid unnecessary costs, please ask the Building Manager if you are unsure.

TENANTS







All tenanted properties should contact the property manager or rental agent who will contact the Owners Corporate or Building Manager.

Trade Contractors

Electrician	Earth Electrical	Telephone:	(03) 9529 3700 – Diverts after hours
Plumber	Richstone Plumbing	Telephone:	(03) 8339 0100 or 0439 191 510
Air-Conditioning	Green Energy	Telephone:	(03) 9421 2161 or 0409 283 134
Lift Services	Kone	Telephone:	1300 362 022 – Available 24 hrs
Fire Services	Grant Fire	Telephone:	0400 667 830
Joinery	Equiset Construction	Telephone:	(03) 9620 5999
Windows	All View Glass	Telephone:	(03) 9357 7992

Keys and Building Access

Keys, remotes and access fobs are required in order to gain entry to Monarc. Please ensure you have your keys with you at all times to avoid a situation of being locked out. Please note the function of each item:

	Swipe access fob – for entry to the lobby, lift to your level, and basement car park entry.
	Car park remote – if applicable. The car park remote also works as a swipe access fob
	Letter box key
	Apartment front door entry key. Please note this key will not open the internal fire stair door to your level.
	Operable window keys
	Balcony sliding door key

Ordering Additional Keys, Remotes and Fobs

Keys and remotes/fobs are on a restricted system and replacements can only be obtained through the Building Manager. Charges will apply for additional keys, remotes or fobs.

Please email bm@monarcapartments.com.au or call 0448 025 374 and you will be provided with a key order form.

Resident and Visitor Entry

There are two lobby entrances to Monarc.

- Main Street Address and Postal Address: **(Your Apartment)/74 Queens Road Melbourne 3004**
- Additional entry located at Queens Lane.

Accessing Ground Floor Lobbies:

- Swipe your fob on the card reader to release door and gain entry;
- Select the lift call button to bring a lift to the floor;
- Enter the lift, swipe your fob across the card reader and select the required floor.
- **Furniture deliveries, white goods, large items, bicycles and tradesmen are NOT permitted through the main lobby at any time and are to occur through the Queens Lane Loading Gate entrance only.**

Car park Vehicle Entry and Exit

The car park is entered from Queens Lane. To enter the car park press the button on the car park remote. The car park door will then open and then close after a set period of time. Proceed to your designated car space indicated by the number painted on the floor of the car park. Access your apartment floor via the lift.

To leave the car park, proceed to the car park door and press the button on the car park remote to open the door when in close proximity to the door sensor. Wait until the gate is fully open then proceed to leave the car park. The door will close automatically after a set period of time.

There is a card reader located at the car park entry gate should you wish to gain entry on foot or with your bicycle. Please follow the guidelines for pedestrian access – it is an entry/ exit shared with vehicles.

Queens Road Main Entry Driveway

At the main entrance to the building on Queens Road there is a driveway to be used as a vehicle pass through area only. This area is to be used as a stop for residents to depart or alight only. Do not park and leave your vehicle in this area unless in the designated visitor car spaces. As a courtesy to other residents of the building please do not exceed time limits noted.

Visitor Car Spaces and Bicycle Storage

In addition to the 2 visitor car spaces located at the main Queens Road entrance, there are an additional 4 visitor car spaces located via the loading dock entrance gate on Queens Lane. Access is to be provided by resident permission only. This can occur by calling the resident apartment number via the intercom located at the entry to the loading dock area or alternatively by use of a programmed fob/remote.

Once parked in this area visitors will need to walk from the visitor parking area to the lobby entrance on Queens Lane in order to access the building. Visitors will be required to call the resident via the intercom again to provide this access into the building.

A visitor is someone who does not live in the apartment and as a courtesy to other residents and visitors please do not exceed time limits noted.

In this area there is a provision for visitor bicycle parking also.

The Queens Lane Loading Dock area including visitor car parking and bicycle storage area is monitored by CCTV surveillance.

Car share car park

As part of the environmental sustainable initiatives incorporated within Monarc there is a car space allocated for a car share service operator. Car sharing reduces the number of cars on the road which help lower emissions, traffic congestion and parking problems.

The allocated car space is located in the loading dock area accessible from Queens Lane next to the visitor car spaces.

The provision, management and operation of this service is arranged through GO-GET. Residents can choose a membership plan to suit individual needs as different rates apply dependent on your selected level of usage. Once you have joined GO GET you will receive a swipe card and then be able to book the use of the vehicle online. To use the vehicle then at your scheduled booking time, simply swipe your GO-GET card over the reader located on the windscreen of the car. The cost of this service is the responsibility of the resident.

For more information log on to www.goget.com.au



- more convenient than car rental, cheaper than car ownership and a great way to help the environment!
- 24/7 access to a range of cars parked in your neighbourhood
- stop worrying about parking, cleaning, mechanics, rego, insurance, or paying for petrol!
- drive by the hour from \$5.65*/hr +40c/km or by the day from \$68 inc. 150km free

*Membership fees apply (see table below).



goget Plan	goStarter	goOccasional	goFrequent
Application Fee per driver	\$49	\$25	\$25
Monthly Fee	\$0	\$9	\$29
Fully refundable Security deposit	\$0	\$500	\$500
Preauthorisation	Yes (\$500)	0	0
Suits people driving	Not sure	2-4 times a month	4+ times a month
Hourly Rate +\$0.40/km	\$9.90	\$8.55	\$5.65
Premium cars extra charges	Wagons \$1/hr Premium cars \$4/hr	Wagons \$0/hr Premium cars \$2/hr	Wagons \$0/hr Premium cars \$2/hr
Daily Cap includes 150kms/day +\$0.25 per extra km	\$79	\$71	\$68
Number of drivers allowed	1	2	3

"Value for money and reliable."

Francis Montalto

"Amazing, cheap, convenient, environmentally & socially friendly."

Joshua Steele

"The ease of being able to have a car to use when it's needed, without the headaches of owning one ourselves."

Mary-Jayne House



like owning a car, only better !

call **1300 769 389**
or visit **goget.com.au**

Owners Corporation Manager

The Knight Alliance would like to take this opportunity to welcome you to Monarc and introduce ourselves as your Owners Corporation Manager.

An Owners Corporation is responsible for the management and smooth functioning of Monarc.

If you have any questions about anything within the common areas of Monarc ('common areas' means any area that is not your apartment), please contact our office.

You are fortunate to have access to excellent amenities on the ground floor, please ensure you follow the guidelines located within this Residents Guide.

The Building Manager at Monarc will be available on 0448 025 374 or email bm@monarcapartments.com.au. The Building Manager will be onsite during certain hours and you are welcome to discuss any queries directly with them. Please also call the Building Manager in the event of a building emergency.

For other questions, we can be contacted on:

T:	9509 3144	Mail:	Monarc
F:	9509 3188	C/-	The Knight Alliance
E:	gregor@theknight.com.au	PO Box	678
			MALVERN VIC 3144

We are dedicated to providing you with a safe and clean environment, in order for us to do this, we need for you to ensure you abide by the Owners Corporation Rules. Please ensure you read through the Rules located within this Guide and please contact us if you have any questions.

Yours faithfully,

THE KNIGHT Alliance

Gregor Evans
Owners Corporation Manager



Moving In/Out Procedure for Residents

To ensure the move in/out process is organised with minimal disruption to other residents, each move in/out must be booked with the Building Manager. A lift will be assigned for your use for a specific time period.

Before a move is undertaken, a Move-In / Move-Out Agreement must be completed and signed by anyone moving items to or from Monarc. The forms can be obtained from the Building Manager.

It is extremely important that prior to the move, your removalist contact the Building Manager to familiarise him or herself with the process and if necessary inspect the building. Points covered will include the following:

- Parking location of removalist vehicle
- Allocating a specific time and duration for the move
- Entry and exit points
- Protection of all furniture and fittings in the common areas
- Completion of liability forms and inspection of common property
- Disposal of boxes and other waste generated from the move
- Supervision

Bookings and adequate notice

Available times are subject to the owners corporation. Please refer all queries to the building manager.

A minimum of 48 hours' notice is required to secure a lift. Moving times are assigned in two hour blocks and are strictly monitored. Please allow as much time as possible to avoid disappointment. An alternative moving in time may sometimes be necessary.

Lifts

To protect the lift against damage the Building Manager will install lift covers.

Lift Car Dimensions

- Internal car size 1,450mm (1.45m) wide x 2,220mm (2.22m) deep x 2,400 (2.4m) high
- Door opening 1,100mm (1.10m) wide x 2,100mm (2.10m) high

Please ensure your items will fit into the lift to avoid unnecessary delays during your move in time.

Booking a lift

See following page for email and phone procedure.

If there are any questions in relation to the move or you require any assistance, please contact the Building Manager.

To book a move in (or a move out), please complete the following process.

EMAIL BOOKINGS

Send email to: bm@monarcapartments.com.au

Subject: Move In (or Move Out if applicable) Time for Apartment (state your apartment number)

Within the email you **MUST** include the below information:

Apartment Number:

Your Name:

Your Mobile Number:

Your Property Manager (if applicable):

The date you would like to move in:

Preferred time to move in:

Do not make a booking with a removalist until you receive confirmation from the Building Manager.

PHONE BOOKINGS

**Please call the Building Manager during 8am-4pm (Monday to Friday) to book in a suitable time.
Call 0448 025 374**

IMPORTANT INFORMATION

- Removalists will be turned away if no booking is in place.
- Furniture, whitegoods, large items, bicycles and boxes or similar are **NOT** permitted through the lobby at any time
- All moves are to use the specified lift only, unless the express permission of the Building Manager has been granted.

Reporting Maintenance Items

Monarc has been expertly constructed by Equiset Construction and will require your care and attention in order to maintain the high standard of fixtures, fittings and appliances within the apartment.

We would like to highlight that proper care and maintenance is needed to ensure the longevity of the finishes and fixtures within your apartment.

Any calls to trades or subcontractors not stated on the approved list (located within the 'Helpful Phone Numbers') will be payable by the Resident.

Please note the Defect Reporting Procedure on the following page.

DEFECT LIABILITY PERIOD

Equiset Construction offer a 6 month Defect Liability Period (effectively a warranty period for constructed items) for all apartments. The defects liability period commences at completion of the project.

You may find that within the initial 6 months from completion that some items within your apartment may need some technical and trade adjustment.

Prior to settlement, an inspection of this apartment was conducted and all cosmetic defects were identified. It is important to note that Equiset Construction will not rectify scratches, dents, chips, stains post occupation.

If you encounter any other defects during the first 6 months of occupation then it is up to you to contact Monarc Project Management Team on maintenance@monarcapartments.com.au who shall in turn liaise with you and Equiset Construction to resolve the defect items.

The sorts of defects you may notice could include:

- Dripping kitchen tap
- Loose handles of doors and kitchen cabinets
- Power points not working

With regard to any appliances (oven, cook top, dishwasher and air-conditioner), please read through the user manual located within this Guide prior to making contact with the Monarc Project Management Team as some items may be easier worked out by reading the user manual.

Please note the following:

- Any alterations completed after settlement will void your builder's warranty.
- Damage caused by late notification of leaks and lack of preventive maintenance is not covered under the builder's warranty.
- We will do our best to resolve issues in the shortest times as possible but we are unable to control the time frame when some items require the involvement of a third party.

MAINTENANCE REPORT

Monarc

APARTMENT: _____ 74 Queens Road, Melbourne Vic 3004

CONTACT DETAILS

Resident Name: _____

Contact Mobile: _____

Contact Email: _____

Property Manager (if appl): _____

REQUEST/COMMENTS (please be as detailed as possible. Please include in your instructions for Equiset Construction to access the apartment)

SIGNED _____ DATE _____

Please send to maintenance@monarcapartments.com.au

Preventative Maintenance Measures

Some preventative maintenance measure must be undertaken by you on a regular basis to avoid damage. Some of these are as follows:

- All down pipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and any obstructions at all times.
- Report any leaks from your vanity basin or under the kitchen sink immediately to the *Monarc Project Management Team*
- Report leaking windows to the Owners Corporation
- If your power trips then try to reset your circuit breaker prior to calling the electricity service provider
- Ensure that your bathroom and laundry floor wastes are not blocked at any time.
- Wash the cover of the ventilation fan of your range hood on a regular basis for better air flow
- If there should be a problem with your appliances, please call the manufacturer or supplier directly. The suppliers details are included in this folder.
- Regularly check your washing machine connections to ensure that they are not leaking
- Take particular care with the stone bench tops in your apartment. Stone is a porous material, even when sealed, and any spills should be cleaned immediately. It is advised to have the stone re-sealed on a 12 monthly basis (this is not covered in the defect liability period).

Troubleshooting

<u>Problem</u>	<u>Possible Cause</u>	<u>Suggestion</u>
Smoke detector - intermittent beeping	First Time user	Remove plastic cover from battery to activate its use
	Battery low	Check battery and replace if necessary – change battery regularly.
Intercom/Access system	Not functioning correctly	Contact The Building Manager
Power failure	Tripped at the switchboard	You may have a faulty appliance. Ensure all appliances are off and try again. If the power trips again, check appliances and call an electrician.
	Your supplier	If the power failure appears to be caused by the supplier, surrounding apartments and buildings may also be affected. Contact: Building Manager (Details as per contact list)
Supplied Appliances	Not working	Check the power outlet is in the on position
		Check the circuit breakers are in the on position If not, reset and test the appliance If the fault persists, refer to the appliance manual provided. You may need to refer to the problem to the manufacturers' service agent – Refer to <i>Appliance Manual</i> section.
Locks	Defective Locks	Should you encounter any problem with your locks. Contact The Building Manager

What makes Monarc different to other apartment buildings?

Monarc has a number of services that make it different to other apartment building you may have visited or lived in.

There is more detail included within ***Services within you apartment*** section of this Guide.

Electricity Supply - Embedded Network

Monarc includes an embedded network for electricity. This means that the supply and meters are monitored by one company – WINenergy.

The benefits of an embedded network include cheaper electricity.

Please see section ***Services within you apartment*** within this Guide for more information.

National Broadband Network (NBN)

Monarc is NBN ready! This means you have the option to connect to a NBN specific communication plan that will see you receive superfast internet.

Please see section ***Services within you apartment*** within this Guide for more information.

Gas Booster Solar Hot Water (also known as a Centralised Hot Water System)

As part of Evolve Development's commitment to environmentally sustainable initiatives, Monarc includes a gas booster solar hot water system.

There are solar panels located on the roof of Monarc and these solar panels heat water to a specified temperature. This water is housed within holding tanks and is then instantly heat 'boosted' using gas for the hot water consumption within your apartment.

There are individual meters for the gas component of your hot water consumption, meaning that you only pay for what you use within your apartment. You can only connect the hot water for your apartment with ORIGIN ENERGY.

Ventilation Systems

Condensation can sometimes form as apartments are well sealed to boost energy efficiency.

Condensation can be reduced by eliminating sources of humidity such as showers, boiling water, etc. by using exhaust fans provided. Mechanical ventilation systems, such as bathroom exhaust fans and rangehood exhaust fans have been installed to assist with expelling moisture in your apartment.

The make-up air for the ventilation system is through the windows and balcony doors of the apartment. If condensation develops it can be reduced by opening the balcony doors and windows.

Ground Floor Facilities

We invite you to make use of the resident facilities located on the ground floor.

Residents Lounge

The residents lounge is a shared area available to all residents during permitted times as noted in the Owners Corporation rules.

The lounge includes a large screen TV with access to Foxtel and Free to air programs. There is a dishwasher, bar fridge and sink also available for resident use and we ask that you be respectful to others and ensure that you keep noise to a minimum and the area clean.

A gas fireplace is also located in the resident lounge area.

A programmed ipad mounted in the residents lounge can be used to control the lighting, television and blinds to the lounge area. Detailed instructions on how to use this system will be provided by the building manager.

Free Wifi

The ground floor area is a free wireless hotspot for resident use. The building manager will provide you with a code to register and access this service. Usage will be capped and monitored by the building manager.

Monarc Resident Information TV

Located in the residential lobby opposite the lifts on the ground floor is a TV screen which will provide residents with current news, time and daily weather reports along with specific building related information as posted by the building manager. You are encouraged to use this service to keep informed as to any information relevant to you.

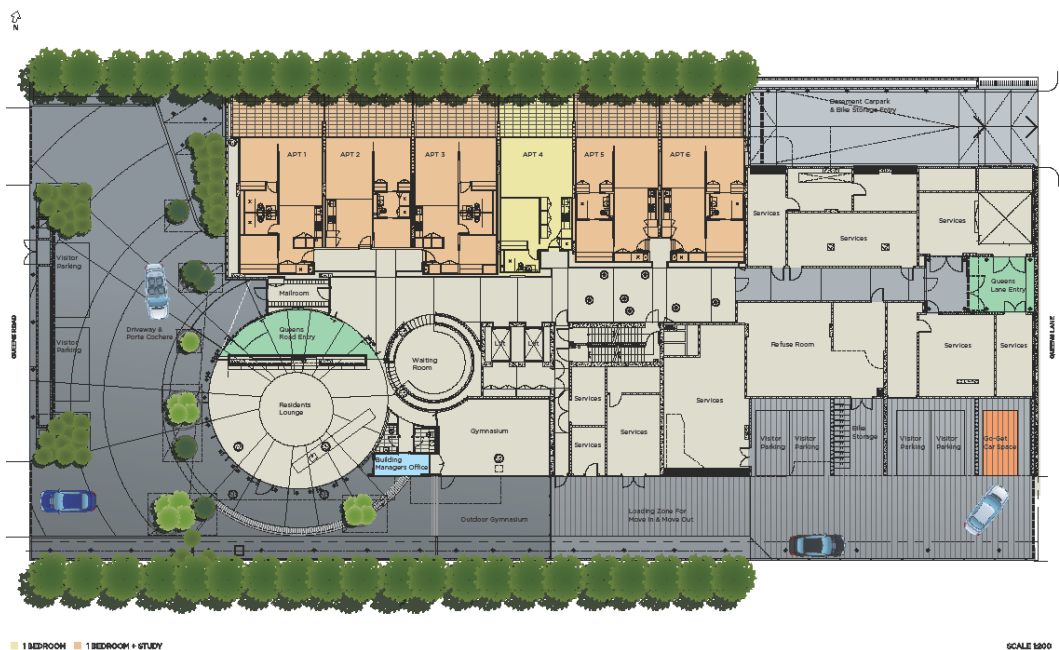
Gymnasium and outdoor area

The Gym is located on the ground floor and access is through the residents lounge. Hours of use is governed by Owners Corporation rules and programmed access doors will not operate outside these hours. An outdoor gym area is also available for your use. Your access fob will be required to enter and exit the outdoor area. You **must** take your access fob with you outside in order to be able to re-enter the building.

Security Features - CCTV

Throughout the common areas of the development CCTV cameras have been installed to assist with security and safety of residents. Notably CCTV cameras are installed at all entrance points to the building, in all lifts and to the Queens Lane loading dock area monitoring visitor parking activity. Activity is recorded and monitored by the building manager.

GROUND FLOOR AND CARPARK PLAN



MONARC

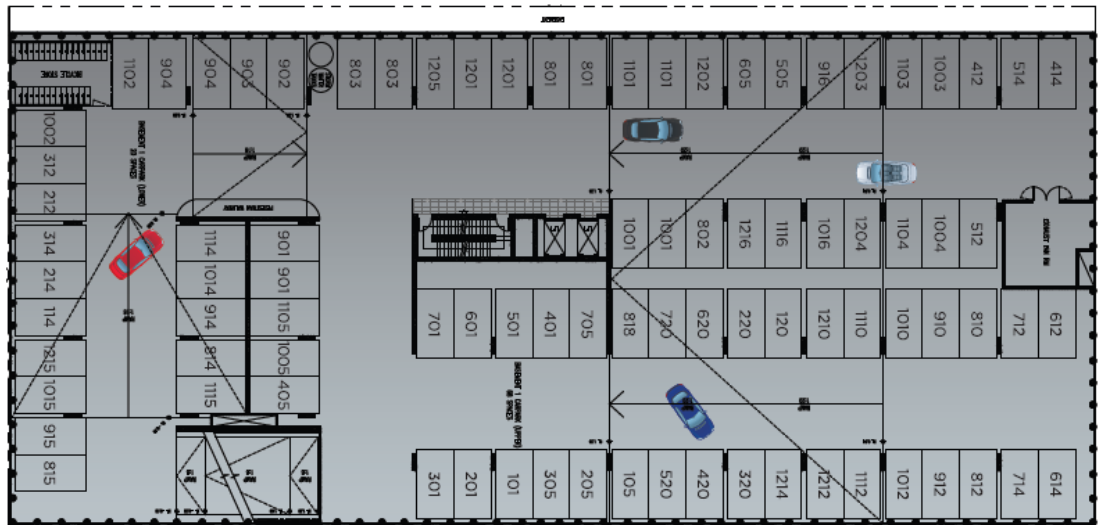
GROUND FLOOR

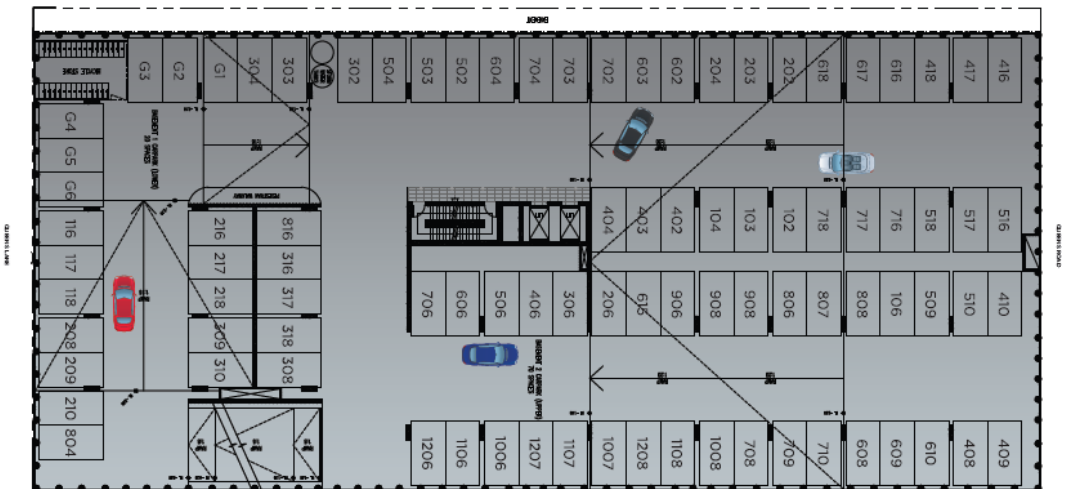
The information in this brochure is indicative only. While every effort has been made to provide a fair overview, this brochure does not form an offer, guarantee or contract. All images (including artist's impressions) are indicative only. This brochure was prepared prior to completion of the design and construction of the project. Over time, design, dimensions, layout and specifications are subject to change.

MONARC

CAR PARKING

BASEMENT 1





MONARC

CAR PARKING

BASEMENT 2



MONARC

CAR PARKING

BASEMENT 3

Connections

Electricity – WINenergy

Each apartment requires an electricity account to be opened in the residents name.

To arrange connection, you will need to contact WIN ENERGY on 1300 791 970 or email sales@winenergy.com.au or visit www.winenergy.com.au.

You should notify WINenergy of your details ASAP or you may have no power supply.

To turn power on in your apartment make sure that all circuit breakers in the switchboard are in the on or up position.

See more information on the following page in relation to how to connect power to your apartment.



Discount Electricity Supply for Monarc Apartments Residents

Evolve Development Pty Ltd has contracted WINenergy to implement an embedded electricity network at 74 Queens Rd Melbourne. This initiative allows residents to purchase discounted electricity under the standing retail tariff in the area.

Some of the key benefits to Owners/Tenants include:

- **Connection of electricity supply**
Your apartment is already connected to the embedded network which means the process of connection to your premise can be quick and easy.
- **No lock in contracts**
There are no contracts with WINenergy so if you decide to purchase from a market retailer there will be no penalties or termination fees.
- **Improved billing services**
Your newly installed interval meter is read monthly to generate bills from actual meter reads only. NO MORE ESTIMATED READS.
- **Buying Power - exclusive to Monarc Apartments Tenants**
As a resident you will not only enjoy the benefits of bulk energy purchase but also cut down time spent in negotiating tedious energy contracts.

WINenergy is not a retailer but a facilitator of this bulk purchase initiative and operates similar sites throughout Australia. You can decide to purchase from a market retailer at anytime, contact WINenergy to discuss your options.

To enjoy the benefits of bulk purchasing connect online at www.winenergy.com.au

Should you need further assistance please contact the WINenergy customer service team on **1300 791 970** Monday – Friday 8.30am to 5.30pm or email us at sales@WINenergy.com.au

Yours Sincerely,

Customer Service Team

Connection

Internet & Telephone – National Broadband Network (NBN)

Monarc is a National Broadband Network (NBN) ready development which means you are able to connect to NBN service providers who are able to provide super-fast internet access to occupants.

The best way to get all of the information is to visit www.nbnco.com.au.

It is important to note that NBN Co. is a wholesale network provider, which means NBN Co. is responsible for the operation and maintenance of the service. Telephone and internet services can be provided by service providers and not by NBN Co. directly.

Contact your preferred service provider to arrange connection of telephone internet and supply of handset(s) if required.

Please advise the Building Manager of the connection date, so access to the premises can be made available.

The NBN equipment is located within a wardrobe. The NBN equipment includes a Network Termination Device (NTD), a Fibre Wall Outlet (FWO) and a Power Supply Unit (PSU). The NTD is roughly the same size as a DSL Broadband modem.

National
Broadband
Network

Connecting to the NBN

A guide to speaking to Telephone and Internet Service Providers

Congratulations! Welcome to your new home

Your new home is located within a National Broadband Network (NBN) Ready Estate, which means you will be among some of the first new homeowners in the country to connect to the National Broadband Network. To unlock the potential benefits of the NBN you need to order a service from a participating telephone or internet service provider.

Things to consider when talking to your telephone or internet service provider

Sometimes signing up to a new service can be confusing with the different packages on offer and the language used. To help you navigate this process, we've pulled together some helpful hints.

www.nbnco.com.au





Download Limits and Speed

Broadband packages offered over the NBN by service providers typically have two components: download limits and speed.

Download Limit: This is the amount of data that you will be able to download from the internet in any given period. This is normally expressed in Gigabytes (GB) per month. To give you an idea of how much 1 GB equates to; a typical song you download is approximately 5 MB so with 1 GB of data you would be able to download about 200 songs, a typical standard definition movie is about 800 MB so 1 GB would allow you to download approximately 1 movie.

5 Megabytes

1 x



1 Gigabyte

200 x



Speed: Refers to how quickly you can download from (e.g. when buying movies or songs) or upload content to (e.g. when sharing photos on Facebook or sending an email with attachments) the internet. There are a range of speeds available on the NBN, talk to your telephone or internet service provider to find out which speeds they offer.

When selecting the right internet plan, you will need to think about how much data you will be likely to use per month and how fast you want that data to be downloaded and uploaded.

Talk to your telephone or internet service provider to see what internet packages they offer and which one would work best for you.



Telephone services over the NBN

There are two ways that your fixed telephone line can be delivered over the NBN: by using the voice ports on the NBN equipment or using the data ports on the equipment. The telephone service you receive using the voice ports should be similar to how it is today, but will depend on the actual service you choose from your service provider. Different telephone packages may include phone line rental cost, selected free calls, different local, national and international call rates and higher or lower levels of quality and service. Sometimes packaging your telephone and broadband together may save you money.



Costs

Installations: At present at least one NBN Co equipment installation option will be free of charge. However, if you would like your installation done in a particular way, please discuss this with your installer as in some circumstances, there may be charges associated with this. You also need to talk to your service provider to see if there are any other charges such as set up or activation fees.

Monthly Charges: There are a large number of NBN packages available from participating service providers. The price will usually depend on download limits, speed and the quality of the service. So what you pay is likely to depend on what you want to do online and how quickly you want to do it.



Equipment

The NBN is a brand new communications network and as such some older equipment such as modems, routers and computers may not work effectively on the NBN. Have a chat with your telephone or internet service provider to see if you need to upgrade your equipment.

Connecting to the NBN could unlock a host of benefits.

So don't delay, call one of the participating telephone or internet service providers in your area from the enclosed list.

For more information:

If you would like to find out more general information about connecting to the NBN, please contact **1800 OUR NBN** (1800 687 626) or visit www.nbnco.com.au



National
Broadband
Network

Getting Connected

3 easy steps to get connected to the National Broadband Network

The National Broadband Network (NBN) is being rolled out across Australia. It brings the world to your door and is the first step to improving the way we live and work in areas such as business, education, entertainment and access to online health services.

Experience the NBN difference by getting connected when it's available in your area.



How do I get connected?

Step 1: Call

Contact your preferred telephone or internet service provider to find out about services over the NBN.



Phone



Online



In-store

Step 2: Select

Compare the packages available and select the right option for you.



Step 3: Connect

Your service provider will co-ordinate a time for the NBN Co equipment to be installed (if not done already) and your service activated. A standard installation of the NBN Co equipment will be free of charge.



Bringing broadband to life



Staying in touch – Keep in touch with friends and family with high quality video calls and live chats.



Education – Easy access to educational content online for school projects and distance learning, plus you can collaborate with others all over the world.



Entertainment – Open up more entertainment options with the ability to stream or download TV shows and movies to watch when you want to.



Working from home – Working from home just got easier with access to a business like broadband experience.



Phone – Using the phone at home with the NBN will essentially be the same as it is today.



Online Video Gaming – Your online gaming experience comes to life, with multiple players all around the world.

Call your preferred telephone or internet service provider or find a participating service provider at: www.nbnco.com.au/serviceproviders

Your end user experience will depend on the quality of your equipment, software, the broadband plans offered by your service provider and how your service provider designs its network to cater for multiple end users.

Connection

Hot Water (also known as a Centralised Hot Water System)

The hot water supplied to your apartment is generated through a centralised gas boosted hot water system which is located on the roof of the building.

Origin Energy is the only company that will be able to supply your apartment hot water.

To ask a question, or to open or close your account call 1300 734 533 Weekdays 8am to 6.30pm

The hot water meters to each apartment are typically located within the ceiling space in the corridor (for access by the relevant authority through access panel provided).

Please note that you are NOT required to connect gas for your kitchen cooktop. This is paid by the Owners Corporation.

Water

Contact **South East Water** on **131 694** to arrange updating of records and billing of water to your apartment.

Foxtel

Each apartment has been provided with the capability of having free-to-air and Pay TV. The cost for connection of Pay TV is the responsibility of the resident. If you wish to connect Pay TV you will need to contact **Foxtel on 1300 785 622** and speak with a representative from **new residential connections.**

Services within your apartment

Location of Stop Valve and Water Meter

The water meters and stop valves for the cold water supply are located within the cupboard in the public corridor. Each stop valve is labelled with the appropriate apartment number.

Tempering Valves

A tempering valve has been installed in your apartment in line with current building regulations. The hot water supplied to the bathroom and ensuite taps is pre-set to a safe temperature. The tempering valve, which mixes hot and cold water, is located in the ceiling of your bathroom. The valve should not require maintenance and any problems associated with the hot water supply should be checked by a registered plumber.

Gas Cooktop

Gas is supplied to the cooktop only. To turn gas on or off for day to day use, operate the knob located on the cooktop. In case of an emergency or you wish to turn off the gas to your apartment, the gas isolation valve and regulator is located generally behind the drawers beside the oven.

Air Conditioning

All apartments have been equipped with reverse cycle split system air conditioning units located in the main living area and a condenser located on the balcony. A remote control is supplied with the air conditioning system.

Ventilation Systems

Condensation can sometimes form as apartments are well sealed to boost energy efficiency. Condensation can be reduced by eliminating sources of humidity such as showers, boiling water, etc. by using exhaust fans provided. Mechanical ventilation systems, such as bathroom exhaust fans and rangehood exhaust fans have been installed to assist with expelling moisture in your apartment. The make-up air for the ventilation system is through the windows and balcony doors of the apartment. If condensation develops it can be reduced by opening the balcony doors and windows.

Bathroom & Ensuite Ventilation

The bathroom and ensuite (if applicable) is mechanically ventilated by an extraction fan mounted in the ceiling space. The fan is activated by a switch located in the vicinity. Remember to leave the fan on after showering to ensure steam is expelled from your apartment appropriately.

To ensure correct operation of the exhaust system:

- Always ensure the door to the laundry is open when the clothes dryer is in use
- Check air-inlets for obstructions at all times
- Check for correct operation and noise monthly

Rangehood

Ventilation for the rangehood is activated when the rangehood is switched on. The expelled air is taken out of the apartment by ducts in the ceiling space, separate from the bathroom exhaust system. Remember to leave the fan on for a few minutes after cooking to ensure steam and vapours are expelled from your apartment.

Microwave



When using your microwave (not supplied), the front panel door must be open to ensure adequate airflow is maintained.

Audio Intercom / Access System

Each apartment is fitted with an audio intercom system. This system allows remote opening of the secure Ground Floor lobby sliding doors at 74 Queens Road, Queens Lane entry or at the Queens Lane loading dock gate. The system detects which of the three external locations is required to be opened.

Security instructions

Visitor at front Entrance – Queens Road or Queens Lane

- To call an occupant in an apartment – input the apartment number into key pad– e.g. 1105 or 104 and press the bell symbol to call the selected apartment.
- Within the apartment, occupant to press  button to activate audio and speak with visitor. To permit visitor access, press the  button. The relevant doors/gates and lift will be released;
- Visitor can then pass through the entry lobby, enter the lift and select the nominated floor only.

The visitor leaves the apartment

- Select the lift call button to bring the lift to your floor;
- Enter the lift and select the Ground Floor on the lift panel;
- The lift will proceed to the Ground Floor entrance lobby without the need for a programmed fob;
- The glass sliding doors will automatically open on approach to exit the building;

Building Fire Protection

Fire Alarm System

All apartments and public areas of the building are fitted with fire alarm systems. A fire alarm can be activated in the following ways:

- A sprinkler head in an apartment or public area being activated
- A public area smoke detector being activated (not an apartment smoke detector)

Either of the above scenarios will cause a general fire alarm and the Fire Brigade will be called automatically.

Should smoke accidentally fill your apartment (e.g. from cooking) **do not** open the door to the corridor as this may distribute smoke into the common area / corridor area, and activate the public area smoke alarm resulting in a fire brigade call out. The cost of such a call out may be charged to the occupant.

Sprinklers

In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate. If a sprinkler is activated, a fire alarm will also be raised and the fire brigade will be called automatically. The fire sprinkler system is under constant water pressure. Pumps are also provided to maintain the pressure during operation.

Sprinkler heads must be protected from damage. Do not hang anything from a sprinkler head, its capping or obstruct the sprinkler head in any way. A broken/damaged sprinkler head could cause considerable water damage. It will also mean that the fire brigade will attend. The fire brigade may charge for unnecessary attendance.

- **DO NOT TAMPER WITH SPRINKLERS IN ANY WAY – DAMAGE CAUSED WILL BE THE RESPONSIBILITY OF THE OCCUPANT;**
- **SHOULD THE OCCUPANT BE AWARE OF ANY DAMAGED COMPONENT/S OF THE FIRE SERVICES, PLEASE REPORT THIS TO THE BUILDING MANAGER IMMEDIATELY;**

Fire Services within Apartments

Your apartment is fitted with domestic smoke detectors. These are internal to your apartment only and if activated from within your apartment, will not cause a general fire alarm. Each detector is mains powered, and contains a backup battery. It is important to replace the battery periodically or as recommended by the manufacturer. A good rule of thumb is to change batteries at each change into and out of daylight-savings.

Note that in the case of a general fire alarm caused by a sprinkler or public area smoke detector, evacuation tones will be sounded. This is critical to the safe evacuation of apartments during an

emergency. As such, if you need to replace a faulty or damaged smoke detector within your apartment, the replacement must be compatible. Consult a registered electrician and the Building Manager.

Fire Hose Reels / Fire Extinguishers

Fire Hose Reels are located on the car park levels and apartment levels near the emergency stairwells. Additionally Fire Extinguishers are located throughout the public areas. The locations are clearly labelled and the occupier should become familiar with these. Fire Hose-reels should only be used in the case of an emergency, and are not for general use.

Fire Hydrants

Fire Hydrants are located within stairwells and in other public areas. These are for Fire Brigade use only and under no circumstances should be used by any other persons.

ACTIVATION OR USE OF ANY FIRE HYDRANTS WILL CAUSE THE FIRE BRIGADE TO BE CALLED.

Fire Doors

Fire escape doors are clearly marked and must not be held open or obstructed in any way.

Rubbish and Waste Disposal:

A Waste room is located on each level of the building containing a chute for general rubbish and one for recyclable materials. Household waste from your apartment should be bagged; tied in plastic bags and disposed of in the designated rubbish chute. Ensure that waste is appropriately disposed into the correct chute provided for recycling materials and general waste.

Recyclable items such as paper, cardboards and plastic containers (where appropriate) from daily use, must be appropriately cleaned, and sorted prior to disposal.

Any item that will not fit in the chute must be taken to the ground floor waste room for disposal.

All boxes, cartons and containers used for move in/ out must be removed by the occupier moving in/out and not left anywhere in the building.

This area is regularly monitored by the Building Manager.

DO NOT LEAVE THE WASTE ROOM DOOR OPEN, OR LEAVE ANY ITEMS WITHIN THE STAIRS, CORRIDOR AREAS OR OTHER AREAS, AS THIS COULD PRESENT A POTENTIAL FIRE HAZARD AND/OR FALL HAZARD.

MAINTAINING YOUR APARTMENT

Home Care and Ongoing Maintenance

Cleaning

Each resident is responsible for the maintenance and up-keep of the internal area of their apartment. To maintain the value of the property it is recommended that owners undertake regular cleaning and maintenance of their apartment, taking particular notice of the carpets, stone bench tops and the tiled wet areas (ensuite, laundry and bathrooms).

Due to the high quality of finishes, the implementation of a thorough maintenance and cleaning program is essential to minimise maintenance costs and ensure warranties are upheld. Included within the manual is a recommended maintenance programme that should be implemented for your apartment.

Over cleaning or excessive rubbing can do more harm than good. Strong solvents or strong cleaner concentrations can cause damage to painted surfaces. Always test a small area first and avoid abrasive cleaners. Do not use household cleaners that contain abrasives on painted surfaces. Abrasive material such as steel wool, coarse brushes etc. can abrade, wear and harm finishes. Avoid drips and splashes and remove as quickly as possible. Avoid temperature extremes. Heat accelerates chemical reactions and may evaporate water from solution.

Never use paint removers, aggressive alkaline, acid or abrasive cleaners. Do not use tri-sodium phosphate or highly alkaline or highly acid cleaners. Always do a test surface.

Cleaning Products

There are a wide variety of cleaning products available. We recommend following the instructions within this manual on the type of cleaning product to use. Before applying any cleaner it is recommended that a patch test be done in an inconspicuous area to ensure there are no adverse effects and always follow the instructions listed on the cleaning product.

Carpet Maintenance

Regular maintenance of your carpet will increase the lifespan and help maintain its appearance. To get the best service possible from carpet, regular and systematic maintenance is required. Act quickly to clean any spills, and then treat with a recommended cleaning agent using small amounts at a time. Cleaning should be proportional to the amount of soiling to which the carpet is subjected: the more dirt deposited on the carpet, the more intensive the maintenance program required.

The following are the basic steps of an adequate maintenance program:

Regular Vacuuming

This should be carried out using a vacuum cleaner with a beater bar bristle strip (pile beater). The vacuum should have an adjustable height beater. This should be adjusted each time to ensure that the carpet pile is not damaged by beating that is more vigorous than necessary. If excessive 'fuzzing' occurs use a suction only vacuum head. Vacuuming should be carried out weekly as a minimum.

Carpet sweepers and suction cleaners without beater attachments may be used at any time for surface touch up's. Their use is to be in addition to, not in lieu of, the scheduled vacuum cleaning with an upright beater. Several passes must be made over each area to ensure efficient removal of soiling material.

Spot Cleaning

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour.

For any spills, immediately remove as much of the spill as possible. For solids, use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.

Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub - as rubbing can alter the carpet's texture.

After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hairdryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.

If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.

Periodic Deep Cleaning

It is recommended that periodic cleaning be carried out by a qualified tradesperson, using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. The carpet should be deep cleaned when the carpet has become excessively soiled, or once every three years, whichever is the earlier.

Some portable steam cleaning systems have insufficient extraction power to adequately remove moisture from the carpet. It is necessary to ensure that the solution application is uniform that it is the minimum required to clean the carpet and that it is left for the minimum time possible on the carpet before being

extracted. It is also necessary to extract the solution evenly and thoroughly to be sure that after cleaning, the moisture content of the pile is even throughout and as low as possible to assist in the drying process.

Floor and Wall Tiles

Ceramic tiles require regular maintenance and should be cleaned by sweeping and washing with a mild soapless detergents. Do not use abrasives or powder-based cleaners to scour stubborn marks as this may scratch the surface. A soft bristle brush can be used to clean grout areas.

Maintenance note:

- Do NOT clean tiles with acid;
- Do NOT clean tiles with any abrasive materials;
- Do NOT place potted plants directly onto tiled balconies – remove any residue before staining occurs.
- Do NOT drag anything across the floor tiles – it will leave scratches that are not easily repaired.

Stone Bench tops & Splashbacks

Your apartment has been fitted with reconstituted stone benchtops and splashbacks. Regular cleaning is advised.

Stone surfaces should be cleaned on a regular basis to prevent the build-up of greases, soap scum, grime and mildew stains. The recommended product for daily cleaning is cold water and a small amount of sealer (i.e. Solutions Sealer 'Natural Clean'), with a cloth.

All spillages should be cleaned immediately to prevent any liquid/chemical penetrating the stones pores, as this will cause permanent staining. Contaminants such as oil, paint, glue and marker pens should be removed by a professional as if the incorrect cleaning action is used, it will cause staining.

Avoid the use of cleaning machines as these may cause scratches to the surface and remove the sealer. Do not clean the surface with abrasive, polishing, scouring methods or high pressure washing, as they will damage the stone. Do not use acidic or alkaline-based products, as these will alter the stone colour. Do not use strong chemicals and solvents (i.e. paint strippers) or any products containing trichlorethane and methylene chloride, as they will damage the stone. Do not use vinegar, thinners, turpentine or citric acid cleaning products.

To ensure that the stone is protected, regular re-sealing of the stone is required and the following should be undertaken;

- Kitchen bench top – minimum of every two years;
- Do not sit or stand on the stone bench top as stone is not flexible and could crack under the pressure;
- Do not place hot items such as roast trays or hot pots directly onto the stone;

In the event of scratches/damage to the stone, corrective action by professionals may be necessary. When scratches or damage occurs it should be assessed by an appropriately qualified tradesman to determine the severity of the damage and the remedial action to be taken.

Glazed Windows and Doors

Glass products must be properly cleaned as part of routine maintenance in order to maintain visual and aesthetic clarity. It is recommended that the cleaning is undertaken every three months. Improper cleaning can permanently damage the surface of glazing products. Cleaning of the glass should begin at the top of the structure and continue down towards lower levels to minimise the probability of leaving cleaning residues on the lower levels.

It is recommended to use clear 'Windex glass and surface', which can be purchased from a local supermarket. **Do not use the blue coloured Windex product** or any abrasive cleaning products, as these will damage the glass.

Tracks and rollers should be regularly checked for ease of use. Tracks should be vacuumed cleaned on a regular basis.

Apartment occupants are responsible for ensuring fixing of the entry door seals are maintained correctly (where applicable).

Shower Screens

It is recommended that you clean this glass weekly. To clean, simply wipe over the surface with a mix, one part methylated spirit to four parts of water, with a cloth, and then polish the surface dry with a lint free cloth. The use of proprietary glass cleaners is not recommended.

To clean shower screen hinges, use soap and warm water. Wash hinges and then rinse with water. Do not use any soaps with abrasives. Check the hinges once a year to make sure that screws are tight. Occasional use of mild soap and water solution may be necessary to shift stubborn dirt. Under no circumstances use harsh detergents, bleaches, scourers or any other abrasive cleaner.

External Glass Balustrades

Cleaning of the inside face of the glass balustrade on your balcony should be undertaken regularly. To clean, use a soft cloth and water to clean finger-marks and dust from the glass. Glass cleaning products are readily available from supermarkets. Do not use cleaners containing hydrofluoric or phosphoric acid, do not lean objects against the glass and avoid using tapes or adhesives on the glass. Cleaning of the glass should only be undertaken in the shade.

While cleaning, look for any damage to the glass such as chips to the glazing. If any damage is found, contact the Building Manager to arrange an experienced Glazier to repair. The cost of the repair will be billed to the apartment occupant.

The external face of the glass balcony balustrade will be undertaken by the window cleaners as part of the Owners Corporation maintenance regime.

Paintwork

It is important to clean painted surfaces occasionally. Avoid using excessive water and never use an abrasive cleaner or scourers. A wipe-over with a damp cloth is usually adequate.

It is recommended to inspect all paint surfaces on a three monthly basis and to remove any surface marks as follows;

- To remove dust, simply use a soft cloth or feather duster and brush lightly. Avoid excessive rubbing.
- To remove stains, use a mild detergent in warm water on a soft cloth rubbing in a gentle circular motion. If a mild detergent cannot remove the stains, use a proprietary cleaner such as 'Spray and Wipe', following the manufacturer's recommendations.

For effective removal of stains, it is essential that stains be identified and removed while fresh. After determining a stain remover, make sure that the area is washed down with clean water, carefully shielding all areas in the vicinity of the stain from contact with stain removal materials. Then proceed with the removal of the stain following the product manufacturers written instructions.

Joinery

To keep surfaces clean, wipe over with a soft damp cloth. Soiled surfaces and light stains are removed with warm soapy water or household detergent containing no abrasive, strongly acidic or alkaline ingredients. It may be necessary to use a brush similar to a tooth or nailbrush and where the surface is of a texture or embossed finished. Wax or other polishes are unnecessary and should not be used.

Finished surfaces are resistant to most household products however are not completely stain proof. The following (but not limited to) will cause staining if not immediately removed:

- Tea
- Beetroot juice
- Red wine
- Fruit juices
- Hypochlorite bleach
- Hydrogen peroxide solution in any concentrate
- Mineral acids
- Caustic solution

- Sodium bisulphate
- Potassium permanganate
- Berry juices
- Silver nitrate and or fluoride
- Gentian violet
- Mild silver protein
- Laundry blue
- Dye or Iodine solution.

If stain damage does occur and it cannot be removed by normal cleaning methods described above, then apply a mild abrasive such as white toothpaste applied with a soft toothbrush or cloth. Finished surfaces can be damaged by sharp instruments and heavy objects being dragged over the surface.

Please do not place any items of excessive weight onto shelving.

Joinery Hardware

Generally hardware should not be oiled or greased. Dust or grit should not be allowed to build up on hardware and should this not be possible the hardware should be cleaned of dust and grit regularly by vacuuming or brushing.

Door Hardware

Initially, wash down the surface using soapy water or a mild detergent. Always thoroughly rinse the cleaning agent away with clean water. To complete the cleaning procedures dry/polish the item with a soft dry cloth.

Hinges

All hinges should be checked for tightness and lubricated on a regular basis (once a year).

Pull Handles

Pull handles should be inspected to ensure that the fixings are appropriate with grub screws, where used, firmly in position. Any movement of the handle will damage the door surface and cause the handle to become unstable and fail when used.

Locks and Latches

All locks and latches should be inspected to ensure that they are operating correctly, with the strike plate correctly bent to ensure smooth action of the latch bolt so that the door closes correctly. Occasional lubrication of the latch bolt, using Lockwood lubricating graphite or similar, will ensure a smooth action.

Levers & Knob Handles

Usually the lever and knob handles will not require adjustment. However, all fixings should be checked for tightness at the yearly/maintenance inspection check. Any loose fixings should be adjusted. Unadjusted door furniture can cause interference with the operation of the lock and, at the same time, damage the bearing surface of the furniture.

Kitchen and Bathroom Fittings

To keep your bathroom fittings looking their best, avoid storing abrasive cleaners on baths, basins, toilets, etc., as they can damage, dull or stain surfaces. Use mild (neutral) household cleaners and water when cleaning. Check instructions on all cleaning products before use. Do not step into bath or showers with shoes on because grit on shoes will scratch the surface.

Balcony Drain

Ensure that the balcony drain is not impeded at all times. It must not be impeded by rubbish, clothes, leaves, dirt, plants, etc. otherwise the balcony drain will not operate as designed and there is potential for water penetrating the apartment.

Light Globes

Your light fittings contain energy efficient light globes of an appropriate wattage. Signage inside the fitting states the maximum wattage rating. It is advisable that when replacing light globes, appropriate energy efficient globes are selected to reduce energy consumption. The mirror light fitting should not be continually turned or twisted as it can damage the wiring inside or become loose and fall off the mirror.

IT IS IMPORTANT THESE ARE NOT EXCEEDED TO AVOID OVERHEATING OF THE FITTING.

Wall Mounted Items

Please ensure that all items installed to walls are installed by a professional trade's person, appropriate supports and fixing brackets to be used. This includes all wall mounted televisions, washing machines, cupboards etc.

Hairline Cracks

Hairline cracks to plasterboard walls and ceilings are not generally deemed to be a defect. Please contact the Building Manager should you have any concerns about cracks that are significant or cracks that may be of a structural nature.

For all care and maintenance instructions for appliances please refer to the *Appliance Manuals* sections

INDIVIDUAL CLEANING DOCUMENTS

- 1. CARPET – quest for the best in carpet care and maintenance**
- 2. CARPET – Brintons Manual – Cleaning and maintenance guidelines**
- 3. TILES – DEFAZIO manual**
- 4. GLAZING – HYBRID BUILDING SERVICES**
- 5. BALUSTRADING – NULITE BALUSTRADING**
- 6. PAINTWORK – DULUX MANUALS**
- 7. JOINERY – LAMINATE, VENEER, 2 PAC POLYURETHANE,**
- 8. DOOR HARDWARE – DORMA**

OWNERS CORPORATION RULES

APPLIANCE MANUALS

Appliances

All appliances such as your cooktop, rangehood, oven and dishwasher are covered by the manufacturer's warranty for a limited period. If you find that an appliance is not working properly or is faulty, please contact the manufacturer. Details can be found in the appliance manuals.

1	Dishwasher
	SMEG (2 Bedroom Apartments)
	Fisher & Paykel
2	Oven
	SMEG SA561X-9
3	Cooktops
	SMEG CiR66X5
4	Rangehoods
	BLANCO BRUC5G/BRUC7G
5	Air-conditioning
	Mitsubishi Split System Air-conditioning System

Dishwasher

The dishwasher supplied with your apartment is either a drawer or integrated dishwasher. The operating instructions are included in this Guide.

Oven

The oven supplied with your apartment is an electric oven. The operating instructions are included in this Guide.

Cook Top

The cook top supplied within your apartment is a gas cook top. The operating Instructions are included in this Guide.

Rangehood

Your kitchen is fitted with a range hood above the cook top. The operating instructions are included in your handover package. The aluminium filter must be cleaned regularly as per the maintenance section of the manufacturers manual;

Air Conditioner

The air conditioner supplied within your apartment is a split system reverse cycle system. The operating Instructions are included in this Guide.

Cleaning Appliances

The stainless steel surfaces should only be cleaned in accordance with the manufacturer's care and maintenance instructions within the manufacturer's manual;

To keep surfaces clean, wipe over with a soft damp cloth. Soiled surfaces and light stains are removed with warm soapy water or household detergent containing no abrasive, strongly acidic or alkaline ingredients. Doing so may cause rusting to the stainless steel finishes.

INDIVIDUAL APPLIANCE MANUALS

- 1. GAS COOKTOP – SMEG**
- 2. DISHDRAWER – FISHER AND PAYKAL , SMEG or MIELE where required**
- 3. OVEN – SMEG**
- 4. RANGEHOOD – BLANCO**
- 5. AIRCONDITIONING UNIT – MITSUBISHI MODEL**

FIXTURE AND FITTINGS SCHEDULE